

Date: Thu, 11 Mar 93 04:30:28 PST  
From: Info-Hams Mailing List and Newsgroup <info-hams@ucsd.edu>  
Errors-To: Info-Hams-Errors@UCSD.Edu  
Reply-To: Info-Hams@UCSD.Edu  
Precedence: Bulk  
Subject: Info-Hams Digest V93 #303  
To: Info-Hams

Info-Hams Digest                      Thu, 11 Mar 93                      Volume 93 : Issue    303

Today's Topics:

    Ham Radio Outlet incident (2 msgs)  
        Icom 737

Send Replies or notes for publication to: <Info-Hams@UCSD.Edu>  
Send subscription requests to: <Info-Hams-REQUEST@UCSD.Edu>  
Problems you can't solve otherwise to brian@ucsd.edu.

Archives of past issues of the Info-Hams Digest are available  
(by FTP only) from UCSD.Edu in directory "mailarchives/info-hams".

We trust that readers are intelligent enough to realize that all text  
herein consists of personal comments and does not represent the official  
policies or positions of any party. Your mileage may vary. So there.

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Date: 10 Mar 1993 23:29:09 GMT  
From: sun-barr!news2me.EBay.Sun.COM!exodus.Eng.Sun.COM!appserv.Eng.Sun.COM!  
newbirth!rja@ames.arpa  
Subject: Ham Radio Outlet incident  
To: info-hams@ucsd.edu

In article <VBREAULT.93Mar10163513@rinhp750.gmr.com> vbreault@rinhp750.gmr.com  
(Val Breault) writes:

>In article <randall.731623999@seashore> randall@informix.com (Randall Rhea)  
writes:

>

>     A very interesting thing happened to me at Ham Radio Outlet in  
>     Sunnyvale last week.

>

><Stuff deleted here and there without further notice...>

><You've already read the original post anyhow.>

>

>     I certainly thought this was a strange exchange, but then I realized  
>     what he was talking about.    A few weeks ago, I posted an article in  
>     reply to someone who was unhappy with the service at HRO.    I  
>     responded that I had received both good and bad service there

>  
> So then I thought, was I being unfair to HRO in my article?  
>  
>NO! You were doing what was right for YOU. You were being a  
>customer. Customers tell others about their experiences, both good  
>(word of mouth advertising) and bad. That's what customers do.

HRO in Sunnyvale is interesting. Service there has been variable, but it's generally not my favorite place to go. I too like to support local businesses when possible, but given the high CA sales tax, plus paying retail prices, I prefer to buy my big ticket items via mail order. I might feel different if HRO was better at customer relations (I've taken hits on big ticket items in other hobbies by buying locally, but I felt confident that I'd get good followup service, and I occasionally received discounts on smaller items just because I was a good customer).

In an effort at constructive criticism, here is my list of gripes:

- \* Prices aren't marked on many items in the store.
- \* Some of the staff remind me of used car dealers. In one memorable case I asked how long a "sale" price was good for, and was told "Oh, not for too much longer". The item is still on sale for that price, months later.
- \* If you aren't a Ham, you ain't sh\*t. I've gotten disdainful looks when I was asked for my call and didn't have one. I've asked questions about UHF/VHF receivers and have gotten poor information, or was referred to the manual. I'll be getting a callsign eventually, because being a scanner user has made me want one, but I probably won't be buying an expensive HT at HRO.
- \* Contrast HRO, and Quements Ham department as well!, with Scanners Unlimited in San Carlos. There the staff knows the products, will provide honest assessments of the pros and cons of a given item, and their prices are reasonable. I bought my R1 there and payed a lot more than I could have bought it for via mail order, but I liked the owner and figured I'd have questions I needed answered.

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Robert Allen, rja@sun.com           DISCLAIMER: I said it, not my company.  
Samuel Adams: Brewer, Patriot.

"The right to brew

beer is the right to be free!" - me

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Date: Thu, 11 Mar 93 07:55:02 GMT  
From: usc!howland.reston.ans.net!europa.eng.gtefsd.com!emory!rsiatl!  
jgd@network.UCSD.EDU  
Subject: Ham Radio Outlet incident  
To: info-hams@ucsd.edu

William=E.=Newkirk%Pubs%GenAv.Mlb@ns14.cca.CR.rockwell.COM writes:

>> "Yes I am" was my reply. "Well, look, the people who work for me  
>> here on the weekends are volunteers." He appeared to be a bit

>Volunteers? Why do i find this hard to believe? I would think the regular  
>paid employees would revolt over this. I know I'd be not happy to know that  
>my services as a salesman, something I would get compensated to do, is done  
>for free on the weekends. I'd want those commissions. Letting the volunteers  
>sell on the weekends would just devalue my worth to the owner - since he can  
>get my job done for free.

Bill, I know it is in the Usenet tradition, particularly in the ham  
radio groups, to dispute what someone says based only on gut instinct  
and supposition. I also know it is tradition to write a several thousand  
character epistle. But just this once, take what the guy said as truth.

I'll give you a tip as to why: The HRO store here in Atlanta also uses  
non-paid volunteers. What a concept? Letting the kids play in the  
toy store.

John

--

John De Armond, WD40QC	Interested in high performance mobility?
Performance Engineering Magazine(TM)	Interested in high tech and computers?
Marietta, Ga	Send ur snail-mail address to
jgd@dixie.com	perform@dixie.com for a free sample mag
Need Usenet public Access in Atlanta?	Write Me for info on Dixie.com.

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Date: 11 Mar 93 09:04:07 GMT  
From: pipex!bnr.co.uk!uknet!uos-ee!ee.surrey.ac.uk!M.Willis@uunet.uu.net  
Subject: Icom 737  
To: info-hams@ucsd.edu

In article <4514.120.uupcb@pcs.sj.ca.us>, bill.nadzam@pcs.sj.ca.us (Bill Nadzam)

writes:

|>

Deleted

|> Then again if ICOM is your thing Find a clean IC-735 add the IRC  
|> filters to it, the CW filters, and maybe the optional keyer  
|> and you go a great rig in a small box. If you need the internal  
|> Auto-Tuner then you'll have to keep looking.

OK, so what are these IRC filters. Somthing to ensure QSL cards? (think about it)

I have a 735 and it is good. I wonder though if it can be improved by changing  
some  
parts for higher specification ones. I have the 250 Hz filter, but SSB filters are  
a bit wide and the FM filter is very wide.

Mike

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End of Info-Hams Digest V93 #303

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